

Trading Partner ID FAQs

	Question	Answer/Response
1	Do I need a trading partner ID?	<p>If batch files are submitted directly to Alabama Medicaid using either Provider Electronic Solutions, a vendor's software or in-house developed software, then yes a trading partner id is required to trade files.</p> <p>If batch files are not sent directly to Alabama Medicaid, but sent indirect through a state agency or a clearinghouse, then no a trading partner id is not required.</p>
2	I received a letter that is addressed "Dear Trading Partner", what is this for?	A letter is generated to users that have completed the Trading Partner Request form or a Data Switch Agreement. This will allow a provider to establish an account with Alabama Medicaid on a secure web portal, which will allow for the trading or uploading and downloading of batch files.
3	What is the difference between Submitter ID and Trading Partner ID?	Submitter ID and Trading Partner ID mean the same thing, which is a number issued to trade files with Alabama Medicaid.
4	When do I need to use my new Trading Partner ID?	<ul style="list-style-type: none"> For Trading Partners: The Trading Partner ID also known as a Submitter ID, needs to be replaced in the ISA06 and GS02 fields of the X12 transaction when submitted batch files to Alabama Medicaid after February 25, 2008. For Provider Electronic Software users: The Trading Partner ID must be entered in the Options setup under the Batch tab, in the Trading Partner ID field.

Electronic Claim Submission FAQs

	Question	Answer/Response
1	Is it required that I test prior to submitting files to production?	No, it is not required, but recommended.
2	I submitted a file, but have not received a 997?	Check that submission was successful and that a tracking number was issued. If tracking number has been issued, then either a 997 or TA1 response will be returned.
3	What is a TA1?	TA1 is an Interchange Acknowledgement that identifies problems in the ISA/IEA and GS/GE envelopes or header/trailers. Documentation on the TA1 transaction can be found in Appendix B, EDI Control Directory of any of the HIPAA X12 Standard Implementation Guides.
4	I haven't received my CSR yet?	The Claim Submission Response file will no longer be returned with the interchange system.
5	How am I supposed to know how my claims processed if a CSR is no longer sent?	<ul style="list-style-type: none"> • For Trading Partners: Send a batch 276 claim status request. • For Providers: Can logon and do a real time claim status request or call into AVRS. • Other Option for both Trading Partners and Providers: Wait for the production of the 835 and/or 277U files.
6	I received a 997, but when I select it for download a window opens, but goes away? I can't download my 997?	<ul style="list-style-type: none"> • Check that pop-up blocker is disabled. • Go to Tools > Internet Options > Security > Custom Level : Select "Enable" under the Downloads options and select OK. • Security Certificate – select "always accept".
7	How long does it take for my 270, 276 and 278 batch file to process before I will receive a response (271, 277, 278)?	30 minutes at a minimum.
8	How long should I wait before I check the status of my claims sent by batch?	30 minutes at a minimum.
9	How long will my batch downloads be available on the web?	271, 277, 278, 997, TA1 = 5 days 835, 835 PDF, 277U = 21 days
10	I am trying to download my response files using Provider Electronic Solutions, but its indicating there are no new files to download?	Once a file has been downloaded and a downloaded date has been set, the files will no longer get picked up by Provider Electronic Solutions. The user will have to logon to the web portal and download the desired files.
11	What is the difference between using a T usage indicator or a P usage indicator?	If a usage indicator of T is submitted in a batch file, only a compliance check will be done, returning a 997, but the batch file

		will not be sent forward for any further processing. If a usage indicator of P is submitted in a batch file, a compliance check will be done, returning a 997, and the batch file will be translated and forwarded for further processing.
12	Where can I find the latest Vendor Specifications Document?	The Vendor Specifications can be found on the Alabama Medicaid Website titled AL interChange Vendor Specifications v1.0. http://www.medicaid.alabama.gov/old_site/hipaa/vendornews.htm?tab=5
13	Where can I find the latest NPI Companion Guides?	http://www.medicaid.alabama.gov/billing/npi_companion_guides.aspx?tab=6
14	What version of Provider Electronic Solutions should I be using with the new system and my NPI?	Version 2.07 must be downloaded and installed to submit transactions to Alabama Medicaid after February 25, 2008. Version 2.07 may be downloaded from the Alabama Medicaid Secure Website, select AL Links. https://www.medicaid.alabamaservices.org/ALPortal/
15	What is a 835 designation and do I need to set this up?	This designation identifies who needs to receive the electronic 835 and 277U files. If a user receives 835 and 277U files directly from Alabama Medicaid, then a 835 designation must be established.
16	What type of files does Alabama Medicaid trade?	270 Eligibility Request / 271 Eligibility Response 276 Claim Status Request / 277 Claim Status Response 278 Prior Authorization Request / 278 Prior Authorization Response 837D Dental Claim 837P Professional (HCFA) Claim 837I Institutional (UB) Claim NCPDP Pharmacy Transactions (B1, B2, E1) 835 Remittance Advice LTC Admission Notifications / LT1 LTC Accepted or LT2 LTC Rejected
17	What is the tracking number and why do I need to retain this number?	The tracking number is extremely important in having the ability to trace a submitter's files through the system, including responses to a submission. Tracking numbers can be found in the filenames given to the input file and the output response, both will carry the same number throughout

		processing. The EMC Help Desk will ask for this number.
18	Can Alabama Medicaid accept files with multiple ISA/IEA records?	Interchange only allows one ISA/IEA combination per file. If a submitter sends multiple records, the pre-processor will reject the file and generate a TA1 response.
19	Can Alabama Medicaid accept zip files?	Yes, but the zip file must contain only one file for processing. Multiple files will not be accepted.
20	The filenames on the responses are different?	Output filename example: 43777_ 43651 _BAC90C0B_ 997 X12BATCH_0_ 000000000 .997 43651 – original tracking number assigned to the input file. 997 – the type of response. 000000000 – the submitter’s trading partner id.
21	What are the changes for Provider Electronic Solutions software version 2.07?	An upgrade to accept the ten digit NPI number, interactive responses no longer allowed in PES (moved to web portal), Claims Submission Reports no longer allowed through Provider Electronic Solutions.
22	When do I need to use my Web User Name?	<ul style="list-style-type: none"> • For Trading Partners: The Web User Name will be used to access the secure website. • For Provider Electronic Software Users: The Web User Name should be entered in the Options setup under the Batch tab, in the Web Logon ID field.

Web Portal FAQs

1	I received a letter that is addressed "Dear Provider", what is this for?	A letter is generated for active billing provider numbers only. This will allow a provider to establish an account with Alabama Medicaid on a secure web portal, which will allow access to process eligibility request, claim status request, prior authorization request and claims in real time.
2	I have setup my account, but now when I try to log back in I receive an error that my username/password is incorrect. Why is this happening?	When logging on for the first time, a user must select setup account. The Web User Name and Password entered on the account setup is what should be entered each time a user attempts to log back into the web portal's secure site. The password is case sensitive and should be entered exactly as it was when the account was setup. Password recommendations: <ul style="list-style-type: none"> • 1 Lower and 1 Upper Case value; • 1 numeric value; and • a minimum of 8 bytes in length is required.
3	I can't remember what my user name is, can you reset my account?	If unable to recall the user name entered at account setup, the help desk is able to reset your account with the appropriate authorization. Examples of this are provider id, NPI, Medicaid id and service location address. The email address of where the account information should be sent, will be confirmed by the user.
4	I can't remember what password I created, can you reset my account?	<ul style="list-style-type: none"> • Yes, users are given the option to reset a password by answering the security questions that were established when the account was setup for a particular user name. • Please note these security answers are case sensitive. • If a user is unable to answer the security questions, then a new PIN would be issued per request by the EMC help desk.
5	When do I need to use my Web User Name?	<ul style="list-style-type: none"> • For Trading Partners: The Web User Name will be used to access the secure website. • For Provider Electronic Software Users: The Web User Name should be entered in the Options setup under the Batch tab, in the Web Logon ID field.

6	If I logon as a Provider, how do I setup multiple users in my office?	<p>The instructions for setting up Clerks can be found in the Web User Guide. https://www.medicaid.alabamaservices.org/ALPortal/</p> <p>Select AL Links, under Documentation, select Interactive Service – Web User Guide.</p>
7	How will a see if my claims are going to pay or deny between checkwrites now that I can no longer retrieve by Claim Status Requests?	<p>You can go to the web portal and search for batches of claims submitted by doing a partial search on the julian date. Instructions on how to perform this search are outlined in the February 2008 Provider Insider.</p> <p>Providers may also submit a 276 (Claim Status Request) and we will return a 277 (Claim Status Response).</p>
8	Will downloading my Remittance Advice on the web portal stop my paper RA?	<p>No, your paper will continue to be mailed, going to the website is a quicker way to view your RA.</p>

General FAQs

1	Is Medicaid policy changing?	No, Medicaid policy is not changing. Medicaid rules and regulations will remain in place just as they do today.
2	Can I continue to use my current Medicaid provider number?	No, effective February 25 all claims MUST contain NPI information.
3	Are there new paper claim forms?	Yes, effective February 9, 2008 all paper claims must be on the updated CMS-1500 claim form or updated UB-04 claim form.
4	Will the Medicaid/Medicare related claim form continue to be required?	Yes, there are no changes to the claim form. Providers will need to put their NPI number where the provider number is currently being placed.